Canon

2. Removing and Attaching the Rollers and Document Holding Guide

To clean or replace the feed roller, retard roller, or document holding guide, remove and then attach the parts as described in each respective section.

⚠️ **CAUTION**
Do not use excessive force when removing or attaching the rollers and document holding guide. Doing so many damage them.

Roller Replacement Cycle

When the rollers have fed more than 100,000 pages, a roller replacement message appears on the computer. Purchase an exchange roller kit and replace the feed roller, the retard roller, and the document holding guide.

📋 **IMPORTANT**
- Rollers are consumable parts. When the rollers start to wear out, paper jams and misfeeds may occur more often. When this happens, purchase an exchange roller kit and replace the feed roller and the retard roller.
- If misfeeds occur often, check the rollers for wear, and replace them if necessary before the message is displayed.
- Make sure to reset the counter after replacing the rollers. (See "Resetting the Counter," on p. 74.)
- For information about the exchange roller kit (feed roller, retard roller, and the document holding guide), contact your local authorized Canon dealer or service representative.
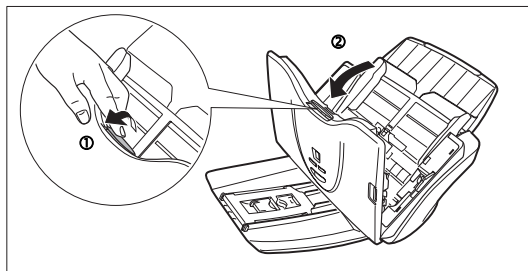
Removing/Attaching the Feed Roller

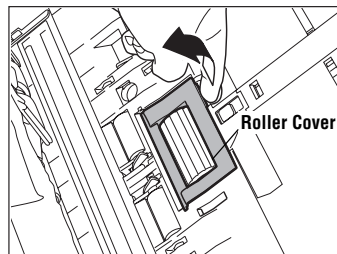To remove or attach the feed roller, follow the procedure below.

⚠️ **CAUTION**
Use caution when removing or attaching the feed roller. Using excessive force may cause damage or personal injury.
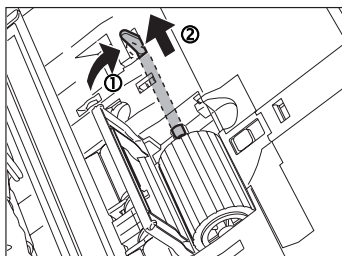
Removing the Feed Roller

1 Open the document eject tray. (See p.21.)

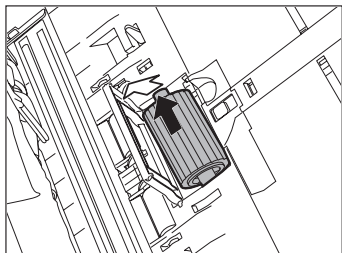**2** Press the OPEN button (①) while pulling the front unit open (②).

3 Open the roller cover by placing your fingers in the grooves and pulling it down.

Roller Cover

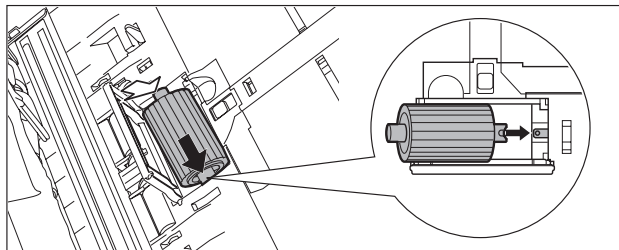**4** Lift up the roller fixing lever (①), and slide it to the left (②).

5 Remove the feed roller by moving it to the left to detach it from its shaft, and pull it out of the slot.
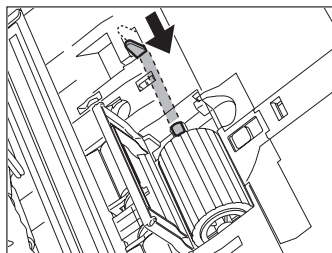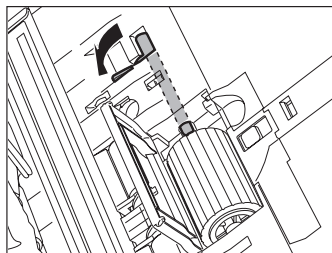

Attaching the Feed Roller

1 Insert the feed roller into the slot inside the roller cover, and align the notch on the roller with the shaft on the main unit.
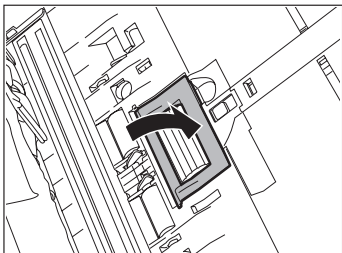

2 Slide the roller fixing lever to the right to lock the roller into the hole on the left of the feed roller.
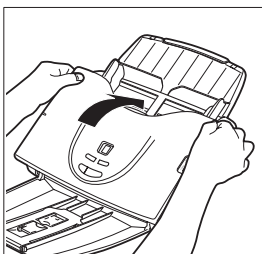

3 Push down the lever to lock the shaft of the feed roller into place.

4 Close the roller cover. Make sure that the cover is completely closed by pushing until you hear a click.

5 Close the front unit by gently pushing it up on both sides until it clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.

6 Close the document eject tray.
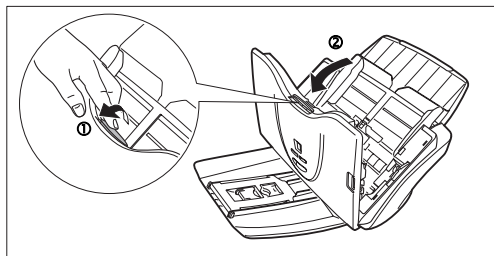
Removing/Attaching the Retard Roller

To remove or attach the retard roller, follow the procedure below.
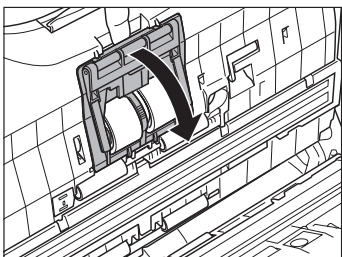
⚠️CAUTION
Use caution when removing or attaching the retard roller. Using excessive force may cause damage or personal injury.
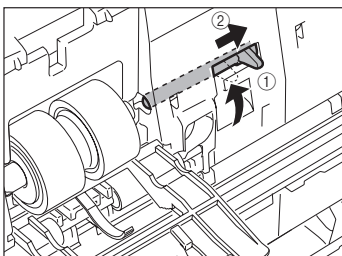
Removing the Retard Roller

1 Open the document eject tray. (See p.21.)

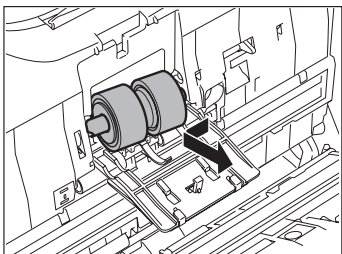**2** Press the OPEN button ($\textcircled{1}$) while pulling the front unit open ($\textcircled{2}$).

3 Open the roller cover inside the front unit using your finger.

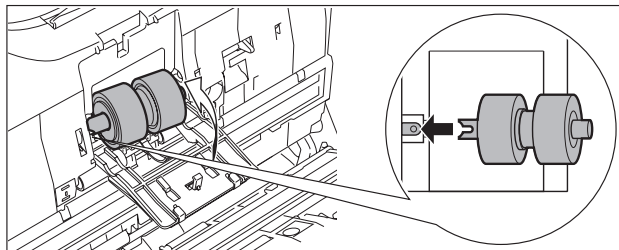**4** Lift up the roller fixing lever (①), and slide it to the right (②).

5 Remove the retard roller by moving it to the right to detach it from its shaft, and pull it out.
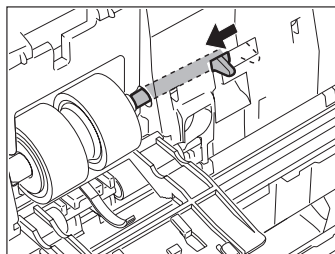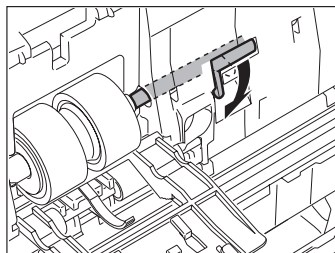

Attaching the Retard Roller

1 Insert the retard roller into the slot inside the roller cover, and align the notch on the roller with the shaft on the front unit.
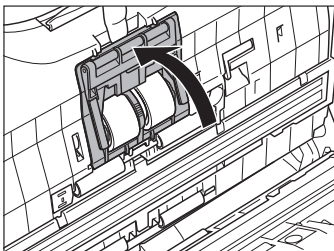

2 Slide the roller fixing lever to the left to lock the roller into the hole on the left of the retard roller.
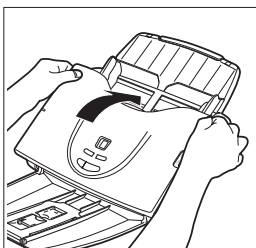

3 Push down the lever to lock the shaft of the feed roller into place.

4 Close the roller cover. Make sure that the cover is completely closed by pushing until you hear a click.

5 Close the front unit by gently pushing it up on both sides until it clicks into place. Make sure that the front unit is completely closed by pushing until you hear a click.

6 Close the document eject tray.

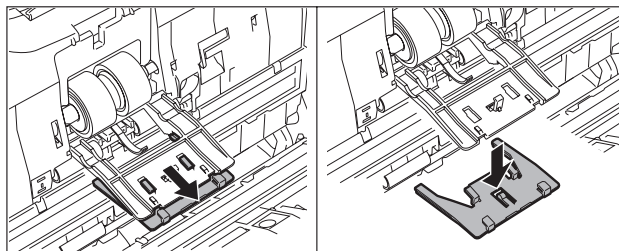## Removing/Attaching the Document Holding Guide

To remove or attach the document holding guide, follow the procedure below.

⚠ CAUTION

Use caution when removing or attaching the document holding guide. Using excessive force may cause damage or personal injury.
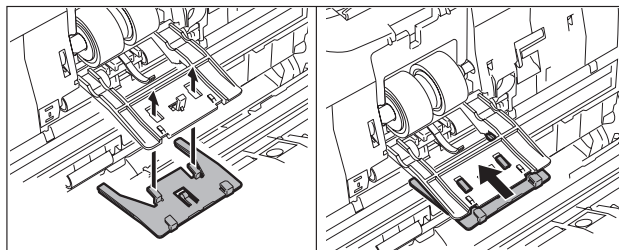
Removing the Document Holding Guide

1 Open the roller cover, and slide the document holding guide to remove it.
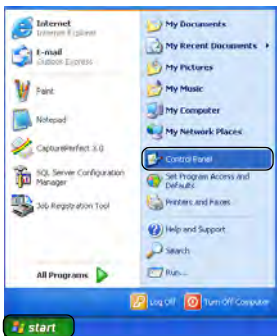

Attaching the Document Holding Guide

1 Fit the hooks (four) of the document holding guide onto the roller cover, and slide the document holding guide to attach it.
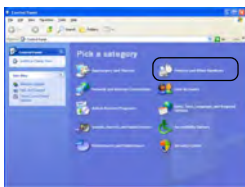
Resetting the Counter

After replacing the feed rollers, open the counter settings dialog box and reset the counter.
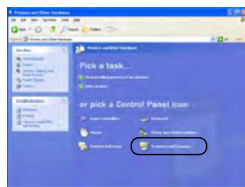
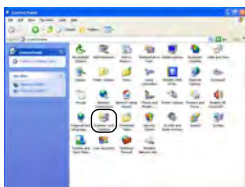**1** From the Windows task bar, click [Start] → [Control Panel].

2 If the Control Panel is displayed with the Category View, click [Printers and Other Hardware] in the working field → click [Scanners and Cameras].
If the Control Panel is displayed with the Classic View, double-click [Scanners and Cameras].
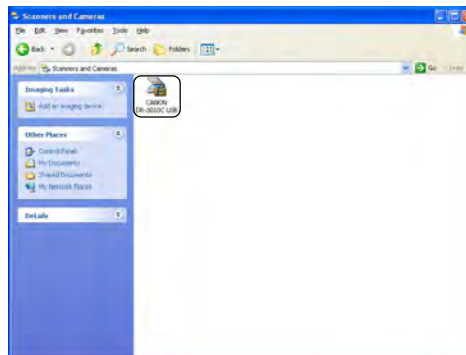

Control Panel (Category View)　　**Printers and Other Hardware**

Control Panel (Classic View)

3 Right-click [CANON DR-3010C USB] → click [Properties].

4 Click the [Maintenance] tab → [Reset].

5 Confirm that the counter for the selected roller is set to 0 → click [OK].